

THE CITY OF KNOXVILLE

# CIVIL SERVICE JOB ANNOUNCEMENT

Civil Service Department, Suite 569, City County Bldg, 400 Main Street, Knoxville, TN 37902 (865) 215-2106. Web: [www.knoxvilletn.gov](http://www.knoxvilletn.gov)

**7024**

**Public Service Coordinator**

**12/16/2015**

(Entry-Level and Promotional)

Drug testing may be required

**ENTRY-LEVEL SALARY:** \$ 33,119 annually

**PAY GRADE RANGE:** \$ 33,119 - \$ 50,138 annually (Pay Grade 6)

*The City of Knoxville requires as a condition of employment that all newly employed individuals, former employees that have been re-hired, or employees promoted to a new classification will receive their paychecks by way of automatic direct deposit.*

Starting and promotional salaries will be determined based upon applicant qualifications and in accordance with Civil Service Merit Board Rules and Regulations.

The City of Knoxville only accepts online applications. To apply, go to [www.knoxvilletn.gov](http://www.knoxvilletn.gov). **You must complete ALL APPLICABLE SECTIONS of the application. DO NOT LEAVE SECTIONS BLANK SIMPLY BECAUSE THAT INFORMATION APPEARS ON YOUR RESUME. Doing so could result in your application being deemed incomplete.** If you need assistance submitting an application, you may visit the Civil Service office at the address listed above.

The following documents **MUST** be submitted online by **4:30 p.m. on: Wednesday, December 30, 2015.**

- Completed City of Knoxville Online Application
- Detailed Resume (upload and attach to your online application)
- If you have questions regarding your application or need help applying, please email [hbroyles@knoxvilletn.gov](mailto:hbroyles@knoxvilletn.gov) before the posting deadline.

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**JOB DESCRIPTION: Please See Attached Position Description**

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#### MINIMUM REQUIREMENTS

Unless stated otherwise, applicants must possess and/or meet the following minimum requirements prior to the application deadline.

- Current City Employees may apply, but must have completed initial Civil Service probationary period and must have received a satisfactory performance rating on their last evaluation to receive promotional preference.
- Bachelor's degree from a CHEA accredited college or university in community health, business, accounting or other related field.
- At least four (4) years of work experience in an office setting.
- At least one (1) year of experience in public works, solid waste, recycling or a closely related field.

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#### EXAMINATION

The selection procedure for this position will consist of a Written Examination (60%) and a Training and Experience Questionnaire (40%). The subject areas on the written examination are: Written Communication; Basic Mathematics; Effective Working Relations; Office Procedures; Business Documents.

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*Note: Background checks will be conducted.*

**AN EQUAL OPPORTUNITY EMPLOYER/DRUG FREE WORKPLACE**

**The City of Knoxville does not discriminate on the basis of race, color, creed, national origin, sex, religion, age, veteran status, disability, gender identity, genetic information, or sexual orientation in employment opportunities.**

**POSITION DESCRIPTION**  
**City of Knoxville**

<b>Class Title:</b> Public Service Coordinator	<b>Working Title:</b> same	<b>PCN:</b>
	<b>Incumbent:</b> vacant	<b>Created:</b> 01/16/2008 <b>Updated:</b> 06/05/2013

**GENERAL DESCRIPTION**

Under administrative supervision, coordinates a variety of activities related to the Neighborhood and Public Service Department's solid waste and recycling programs; supervises all accounting and record keeping activities as they relate to solid waste, contracts and contract management; conducts research and develops reports; serves as liaison with other departments and organizations.

**ESSENTIAL FUNCTIONS**

Monitors all work orders and service requests to ensure accuracy and proper assignment.

Discuss with Managers and support staff schedules and production levels to determine solutions to problems and to assist in service and contract delivery adherence.

May supervise service support personnel.

Manages and coordinates with waste contractor to resolve all complaints and issues regarding small commercial and downtown solid waste and the curbside recycling program.

Supervises all accounting and record keeping activities as they relate to solid waste, contracts and contract management.

Coordinates the activities of several special programs, involving community outreach, solid waste reduction, recycling and other programs.

Prepares weekly reports on service delivered, production totals, and contract compliance for the Public Service Director and senior staff.

Acts as liaison for other organizations (i.e., Waste Connections, Waste Management, KPD, KFD, etc.).

Conducts research and collects data as requested by members of the management staff.

Assists the Director, Deputy Director and other support staff in preparing and maintaining records, contracts and reports.

Resolves complaints from the public that cannot be solved by 311 or support staff.

Drafts and develops reports and manages special projects for Deputy Director and Director.

Develops short and long range plans.

Performs related work as required.

**MARGINAL FUNCTIONS**

None indicated.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of modern contract management principles and practices.

Knowledge of modern office practices and procedures.

Knowledge of good public relations techniques and practices.

Knowledge of the City's Administrative Rules and Regulations and Civil Service Merit Board Rules and Regulations.

Knowledge of the department's service delivery system and contract management system.

Knowledge of the configuration of the City's Public Service Department, solid waste and waste reduction contracts and other related demographic, geographic and structural data.

Knowledge of the various forms and reports used within the Public Service Department.

Knowledge of department's method of waste reduction and recycling programs.

### **KNOWLEDGE, SKILLS AND ABILITIES (cont.)**

Knowledge of basic mathematics.

Knowledge of proper record keeping practices and procedures.

Skill in handling complaints and dealing with problems.

Skill in database, spreadsheet, and document management.

Ability to prepare general and detailed reports of varying length.

Ability to establish and maintain effective working relations with the general public and coworkers.

Ability to use independent judgment and discretion to analyze and resolve work problems.

Ability to communicate clearly, concisely, and convincingly--both orally and in writing.

Ability to direct the flow of a considerable volume of detailed work.

Ability to plan, organize, assign, supervise and inspect the work of others.

### **PHYSICAL REQUIREMENTS**

This position consists of primarily sedentary work, requiring the incumbent to exert up to 10 pounds of force occasionally, and/or a lower amount of force frequently, in order to lift/carry, push/pull, or otherwise move objects. The job involves sitting most of the time, but may involve walking or standing for brief periods of time. A description of the specific physical requirements associated with this position is maintained on file in the Civil Service office for review upon request.

### **MENTAL REQUIREMENTS**

This position uses logic and/or scientific thinking to define problems, collect information, establish facts, draw valid conclusions, devise and implement policies and regulations, and to manage and coordinate multiple programs or projects. A description of the specific mental requirements associated with this position is maintained on file in the Civil Service office for review upon request.

### **MINIMUM REQUIREMENTS**

Bachelors degree from a CHEA accredited college or university in community health, business, accounting or other related field.

At least four (4) years of work experience in an office setting.

At least one (1) year of experience in public works, solid waste, recycling or a closely related field.